**MCI Communications
Corporation**

MCI

1801 Pennsylvania Avenue, NW
Washington, DC 20006

March 29, 1999

Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
2000 M Street, NW, Suite 480
Washington, D.C. 20554

Dear Mr. Hatfield:

Pursuant to §63.100 of the Commission's Rules, MCIWorldCom is submitting the Final Service Disruption Report covering the disruption of service MCI WorldCom experienced on March 5, 1999 in the Eastern United States.

If you have any questions regarding this outage, please do not hesitate to call me directly.

Respectfully,

Bradley C. Stillman

Attachment

cc: Robert Kimball

FINAL SERVICE DISRUPTION REPORT

03/05/99

DATE OUTAGE BEGAN............: 03/05/99
TIME OUTAGE BEGAN ....: 2:05 pm EST

DATE OUTAGE RESOLVED........: 03/05/99
TIME OUTAGE RESOLVED ....: 3:48 pm EST

DURATION....................: 1:43

GEOGRAPHICAL AREA OF OUTAGE.: Eastern United States

LOCATION....................: Various

NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED: Not Available

ESTIMATED # OF BLOCKED CALLS: 883,549 blocked calls

TYPE OF SERVICE AFFECTED....: 800 Service

APPARENT OR KNOWN CAUSE OF THE INCIDENT:

The root cause of the problem has been isolated to a congestion
condition on the Riverdale, IL and Nashville, TN Service Control
Point (SCP) mated pair which prevented them from fully processing
all SS7 queries sent to them. This resulted in 800 service calls
from the DMS switch network timing out and failing.

METHODS USED TO RESTORE SERVICE:

1. The SCPs were individually removed from the network, restarted, and restored. All 800 queries began processing successfully when the Nashville SCP was restarted and the Riverdale SCP was isolated from the network.

2. The Riverdale SCP was restarted to clear the congestion condition and was restored to service.

STEPS TAKEN TO PREVENT RECURRENCE:

1. DEC, the equipment vendor, identified a program correction for the congestion condition. The correction is scheduled for deployment on March 26th, 1999.

APPLICABLE BEST PRACTICE(S):

Network Reliability Council, A Report to the Nation
Section C, Software and Switching System Reliability

Reference 5.4.3.8 Isolation of Faults/Containment of System faulty software or processes need to be isolated as far as possible from the rest of the system and the impact to the system constrained to the smallest system components possible.

ANALYSIS OF EFFECTIVENESS OF BEST PRACTICES:

MCI has reviewed the Best Practices recommendations outlined in sections 5.4 and supports these recommendations. MCI agrees and utilizes these best practice recommendations as outlined. The MCI standard installation and operating practices address hardware installation practices and software recovery fixes for prevention in the future. All system recovery actions were followed by MCI in this situation.